Rail Service Finder
User Guide

RAILINC

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Last Updated: December 2017

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Overview

Rail Service Finder (RSF) gives rail customers and railroads convenient access to data required for shipping by rail through a single, easy-to-use tool. RSF's primary benefits are:

Convenience: With RSF, users have a single tool where they can look up and view critical information for shipping freight by rail.

Productivity: The ability to identify and view company contact data and their serving carriers via a single tool will improve productivity by enabling rail shippers to make shipping decisions quickly.

Time Savings: RSF saves time by eliminating the need for users to search many resources and contacts to execute tasks that are routine but required for shipping by rail.

RSF gives rail shippers, railroads, and car owners convenient access to required data for shipping by rail through a single application. With RSF, users can:

- Access company contact information (including full mailing address) through a single location
- Identify serving and connecting carriers for their own or their customers' location(s)
- View a list of summary results for companies by location
- View a detailed result for each company location and its serving carriers
- View switch status
- Verify customer name, rail station names and receiving party address
- Access a company's ship-to locations in North America
- View the shortline railroads that serve a particular customer

Rail customers and others interested in shipping by rail previously had to log in to an increasing number of applications to access the required shipping data. RSF gives rail shippers, in particular, convenient access to data required for shipping by rail through a single source, enabling them to save time and enhance productivity. RSF data comes from the Railinc-maintained industry Serving Carrier/Reciprocal Switch (SCRS) file. Updated by railroads, this file requires special permissions and is geared toward a railroad audience. RSF uses the same robust data found in SCRS to provide rail shippers and other interested parties with an easy-to-use and easy-to-understand, single resource for shipping freight by rail.

System Requirements

For information about the system requirements of Railinc web applications and for information about downloading compatible web browsers and file viewers, refer to the *Railinc UI Dictionary*.

Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to csc@railinc.com.

Getting Started

The Rail Service Finder application is accessed directly via the following link: https://www.railinc.com/railservicefinder. The Rail Service Finder application is publically available and does not require assigned Single Sign-On (SSO) access rights.

Exhibit 1. Rail Service Finder Home

Searching Rail Service Records

This section describes how to perform searches for Rail Service records. It additionally describes how to view result details. Only public records that have both a CIF and SCRS record are displayed.

Here is how to search for companies with Rail Service records:

1. Access the Rail Service Finder interface. The Rail Service Finder interface is displayed (see Exhibit 1).

2. Complete one or more of the available search fields. The Railroad field requires providing input in one of the other fields first. Follow these search tips, which are available through the Search Tips link. In the Company, Street, City and State fields, your search will return all results that contain the search term you enter. To narrow your results, use an asterisk (*) at the front of your search term to get the results that end with the term. Use the asterisk at the end to get results that begin with the term.

    a. **Company Name** or **CIF #:** Enter full or partial company name or nine digit Customer Identification Number (CIF).

    b. **Street, City or State**: City and State searches return results for Company and Rail Stations that match.

    c. **Railroad:** This is a type-ahead field. Begin by entering the first letter of the carrier for a list of roads that begin with the character. Enter carrier's full abbreviation to get an instant match. Use this field in conjunction with one or both of the other search parameters to further narrow the search results by Railroads that act as serving and/or connecting carriers.

3. Select the **Search** button to initiate the search or select Enter/Return on the keyboard. Search results are displayed (Exhibit 2). Note, if no search results are found, a page is displayed with links to contact information for Class 1 railroads (Exhibit 3).

Exhibit 2. Rail Service Finder Search Results

Exhibit 3. Rail Service Finder Search with No Results

4. Select one of the displayed search results to view its details (Exhibit 4).

Exhibit 4. Rail Service Finder Details

5. The Company Details page contains information regarding the serving and connecting carriers (when applicable) and describes service restrictions if any exist. This information can be used to identify which carrier(s) to contact for freight rate and routing information.

6. Select the **X** to close the details page and return to the search results.

Downloading the User Guide

Here is how to download the Rail Service Finder User Guide:

1. From the Rail Service Finder interface page (Exhibit 1), select the Help link. The Rail Service Finder User Guide is displayed as a PDF (Exhibit 5).

Exhibit 5. Rail Service Finder User Guide PDF

2. Use the tools within Acrobat to print or save the User Guide.

FindUs.Rail

FindUs.Rail is a web-based application that stores company contact information in a centralized database. Public users can query FindUs.Rail and browse basic information. Authorized users can review and change their company's contact information. This centralized repository of contact information benefits railroads, private car owners, and leasing companies across the rail industry.

Any public user can access the Railinc portal at http://www.railinc.com and select **FindUs.Rail** from the Railinc.com home page. Public users can perform the following FindUs.Rail tasks:

- Search for railroad industry contacts and browse the results.
- Search for agencies affiliated with the railroad industry and browse the results.
- Search for MARKs and browse the results. Users receive results from the MARK IRF and Company MARKs sourced from the Umler database. Users can view the hierarchy of "parent" and "child" MARKs.

Users who are *registered with Single Sign-On* can perform the following FindUs.Rail task:

- Subscribe to email change notifications for contacts specified by category and/or company.

Users who are registered with Single Sign-On and have the *Contact Company Admin for MARK* role (referred to as Contact Company Administrators) can perform the following FindUs.Rail tasks:

- Manage contact information for their company (or the company they represent) and add, edit, and delete contacts in FindUs.Rail. Historical modifications to contact data are maintained in a version history and in the audit log (only visible to Application Administrators). When a contact modification occurs, the old contact version is expired and a new contact version is created. Contacts can be applied to one or more categories.

- Designate the primary contact for a category and their company (all contacts not designated as primary are considered secondary contacts for the category and company). FindUs.Rail supports the retrieval of a primary and a secondary contact (as a backup) for a category and a company through a search facility.

- Periodically review contacts for accuracy. The review period is configurable, and may be specified for each category.

  Each category has a category review period, which defaults to 90 days. Once the review period is reached, the system emails a list containing the information for each contact requiring review to the Contact Company Administrators and Company Agents.

- Download lists of contacts, categories, agencies, and MARKs as a comma-separated-values (CSV) file.

- Print selected MARKs, categories, and contacts from the browser.

Users who are registered with Single Sign-On and have the *FindUsRail Company Admin* role (referred to as Company Admins) can perform the following FindUs.Rail tasks:

- Assign FindUs.Rail rights to other users within their company.
- Clone contacts from one MARK to another if they have access to multiple MARKs.

Note: FindUs.Rail does not offer web services.

To use the **FindUs.Rail Free Look-up Tool**, click:
https://www.railinc.com/findusrail/pub/homeAction.do